



protel Best Western Interface

User information for protel SPE/MPE

Pre-Implementation Guide (Hotel)

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Introduction

protel Best Western Interface

The Best Western Interface is a two way interface between protel and Best Western's Central Reservation System (CRS). Reservations created in protel are sent to the CRS in real time, while reservations made by Best Western are transferred to protel. Each reservation contains a confirmation number created by the CRS which is respectively displayed in protel. Cancellations are also immediately sent to the CRS, where a cancellation number is created and directly sent to protel. Additionally, all of the reservation data and guest data will be matched during end of day.

Necessary changes in protel

When connecting two systems, certain changes will always have to be made. For the linkage of protel with the Best Western International CRS (BWI CRS), Best Western International (BWI) has very stringent guidelines which will need to be applied in your protel system data. Here are a few examples:

- ▼ All active rate plans and rate levels in the BWI CRS must have a clear allocation in protel. For this reason, BWI's rates will need to be kept in the system data in accordance with their requirements.
- ▼ BWI's rates contain special guarantee and cancellation conditions which also need to be kept in protel.
- ▼ protel and the BWI CRS must use identical room types. Therefore, all of the room types in protel need to be adjusted to meet BWI's standards.
- ▼ Guest profiles and reservations will now contain an additional field showing information specific to Best Western, such as a guest's BWR-number, BWR points account balance, etc.

A part of the Best Western information will be automatically created during the installation of the interface. This concerns user defined fields which will not be allowed to be altered afterwards. Other information, for example rate codes and room types, will be individually adjusted to the hotel and will be respectively setup and managed in protel's program points

What is this document about?

This document describes in great detail, how to optimally prepare your protel PMS for the installation of the Best Western Interface. It describes which system data has to be adjusted for the communication with the interface, as well as what preparatory work in Front Office is necessary. Additionally, the document contains a checklist, which optimally prepares you for the installation of the Best Western Interface.

Related information

Please find further information in our Best Western [online help for protel SPE/MPE](#).

Need help?

If you need any support, please feel free to contact us at bestwestern@protel.net or give us a call at +49 231 915 930.

Generally used terms

protel	Best Western
Room types	Room Types
Room Type Occupancy	Room Type Occupancy
Confirmation codes	Confirm Classes
Nationality codes	Country Codes
VIP codes	Tier Level
Guarantee code	Guarantee Types
Cancellation codes	Cancel Policies
Methods of payment	Methods of Payment
Rate groups	Rate Levels
Rate codes	Rate Plans / Rate Codes
Local rates	House Plan
BWI specific (user defined) fields	User defined fields
User Administration	Front Desk Incentive (FDI)

System requirements

In order to guarantee a smooth installation, the various system requirements will need to be met.

For example, Microsoft's Internet Explorer 10 needs to be installed on all Front Office stations as well as on the server.

→ [BWI System Requirements](#)

Checklist

When entering the system data, please use this document chronologically because to some extent, the single steps are built upon each other. The following checklist has been put together in the same order. We recommend using it when entering the system data. You will also need to have the final Pre-Implementation Package sent by Best Western International and your Member Web at hand because you will need information provided in them.

System data

Requirements	Where in protel?	Description	Fulfilled?
Room types	Reservation > Room types	All BWI room types have been set up in protel in accordance with the BWI Pre-Implementation PACKAGE (Active Room types).	
Room Type Occupancy	Reservation > Room type occupancy options	The occupancy (Number of adults) has been entered per room type (Room Type Occupancy)	
Confirmation codes	Reservation > Reservation status	The "Confirmation Classes" specified by BWI have been saved in protel as reservation status.	
Source codes	Reservation > Reservation codes > Source codes	The "Source of Business Codes" specified by BWI are to be saved in protel as source codes (can be carried out by protel). See also: Sourcecodes.xls (Download)	can be done by protel
Override Codes	Reservation > Reservation codes > Override codes	The reasons to be provided for changing a reservation are to be set up as Override Codes in protel.	
Country Codes	Reservation > Profile codes > Nationality codes	The nationality codes have been adjusted to meet Best Western standards. See also: Countrycodes.xls (Download)	
Membership Cards	Reservation > Profile codes > Member Cards	The Membership Card types specified by Best Western International have been saved in protel as Member Cards.	
Tier Level	Reservation > Profile codes > VIP codes	The membership card "Tier Level" (Base, Gold Elite, Platinum Elite and Diamond Elite) have been saved to protel as a VIP code.	
Guarantee code	Rates > Guarantee codes	The "Guarantee types" specified by Best Western International have been saved in protel as guarantee codes.	
Cancellation codes	Bookkeeping > Cancellations > Cancellation and Empty Bed Fees	The Best Western "Cancellation Policies" in accordance to the BWI Pre-Implementation Package, have been saved in protel as Cancellation and Empty Bed Fees.	
Methods of payment	Bookkeeping > Revenue and payments > Methods of payment	The methods of payment approved by Best Western International have been saved to protel.	
Rate Levels (Rate Groups)	Rates > Rate groups	The Best Western rate levels have been saved to protel as rate groups, in accordance with the Pre-Implementation Package.	
Rate Plans (Rate codes)	Rates > Rate codes	The Best Western rates have been saved to protel in accordance with the Pre-Implementation Package.	
Local rates	Rates > Rate codes	Locally used rates have been designated as "local" in the BWI user defined data.	
Rate code details	Rates > Rate Code Details	All of the Best Western rates have been set up in the protel rate code details in accordance to the Pre-Implementation Package.	

Requirements	Where in protel?	Description	Fulfilled?
Front Desk Incentive	Manager > User Administration	The Best Western International FDI (Front Desk Incentive) number has been saved as an abbreviation for each user (for enrollment).	

Front Office

Requirements	Where in protel?	Description	Fulfilled?
Rate availability	Reservation > Rate availability	The rate availability has been set up for a minimum of the next 36 months in accordance with the information from the BWI Member Web.	
Moves	Navigator > Reservation dialog	It is certain that there are no planned moves in the system (screening will additionally be executed by protel).	
RBD	Navigator > [More] > RBD	There are no BW CRS reservations with more than one rate code – local reservations are allowed to have differing rate codes (screening is executed additionally by protel).	
BWI confirmation number	Navigator	The BWI Confirmation Number (CRS number) has been entered in protel for all existing BWI reservations.	
BWI cancellation number	Navigator	The respective cancellation number for all cancelled reservations with CRS numbers has been entered	
BWI Rate codes	Navigator	The rate code has been adjusted for all CRS reservations	
BWR Membership numbers	Guest profile > Pers. Data	The Best Western Rewards membership numbers - if known - have been entered.	
Block reservations	Navigator	All Block reservations have been split	
group reservations	Navigator	All groups have been prepared based on Best Western standards	
Daily Rates	protel FO > Add-ons	The daily amounts (surcharges or discounts on rates) have been entered.	

System data

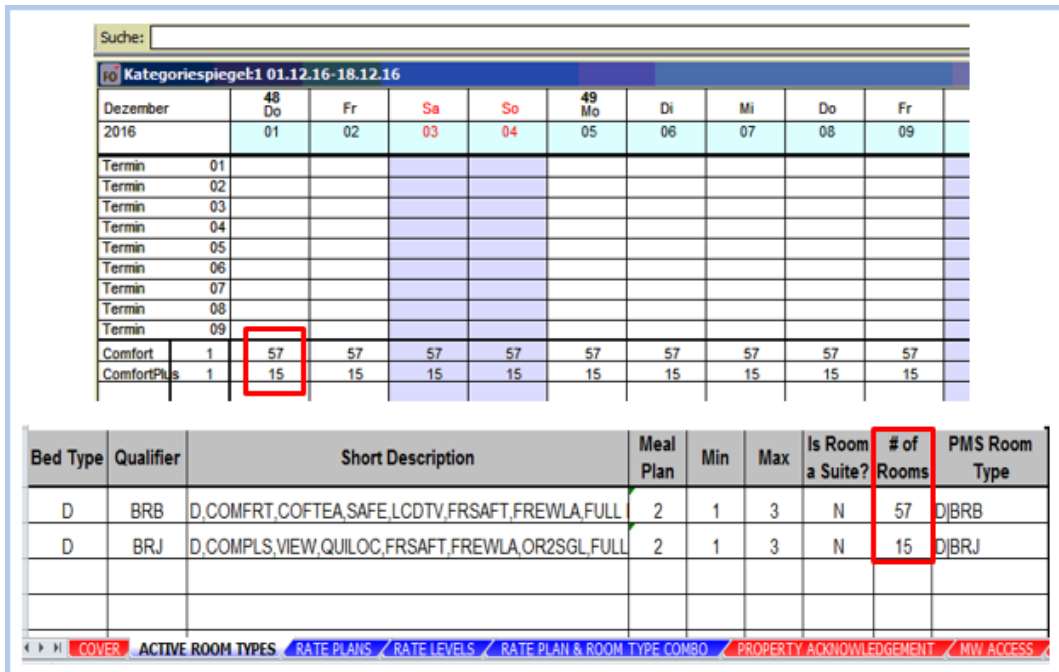
BWI room types

[System Data > Reservation > Room types]

The names of the room types can remain; they will only have to be allotted to a Best Western room type. This will be mapped via the cloud. (The mapping takes place after the adjustment of the system data a few days before going live after your data has been transmitted to the protel Cloud Center which is done by protel.)

▼ Please note!

Please note that a protel room type will have to be allotted for each Member Web room type. Therefore, both protel and the Member Web will have to have the identical number of room types. As a result, the respective room number per room type will have to be the number according to the Pre-Implementation Package:



Suche:	Kategoriespiegel: 01.12.16-18.12.16									
Dezember	48 Do	Fr	Sa	So	49 Mo	Di	Mi	Do	Fr	
2016	01	02	03	04	05	06	07	08	09	
Termin	01									
Termin	02									
Termin	03									
Termin	04									
Termin	05									
Termin	06									
Termin	07									
Termin	08									
Termin	09									
Comfort	1	57	57	57	57	57	57	57	57	57
ComfortPlus	1	15	15	15	15	15	15	15	15	15

Bed Type	Qualifier	Short Description	Meal Plan	Min	Max	Is Room a Suite?	# of Rooms	PMS Room Type
D	BRB	D.COMFRT,COFTEA,SAFE,LCDTV,FRSAFT,FREWLA,FULL	2	1	3	N	57	D BRB
D	BRJ	D.COMPLS,VIEW,QUILOC,FRSAFT,FREWLA,OR2SGL,FULL	2	1	3	N	15	D BRJ

Navigation: COVER ACTIVE ROOM TYPES RATE PLANS RATE LEVELS RATE PLAN & ROOM TYPE COMBO PROPERTY ACKNOWLEDGEMENT MW ACCESS

BWI room type occupancy

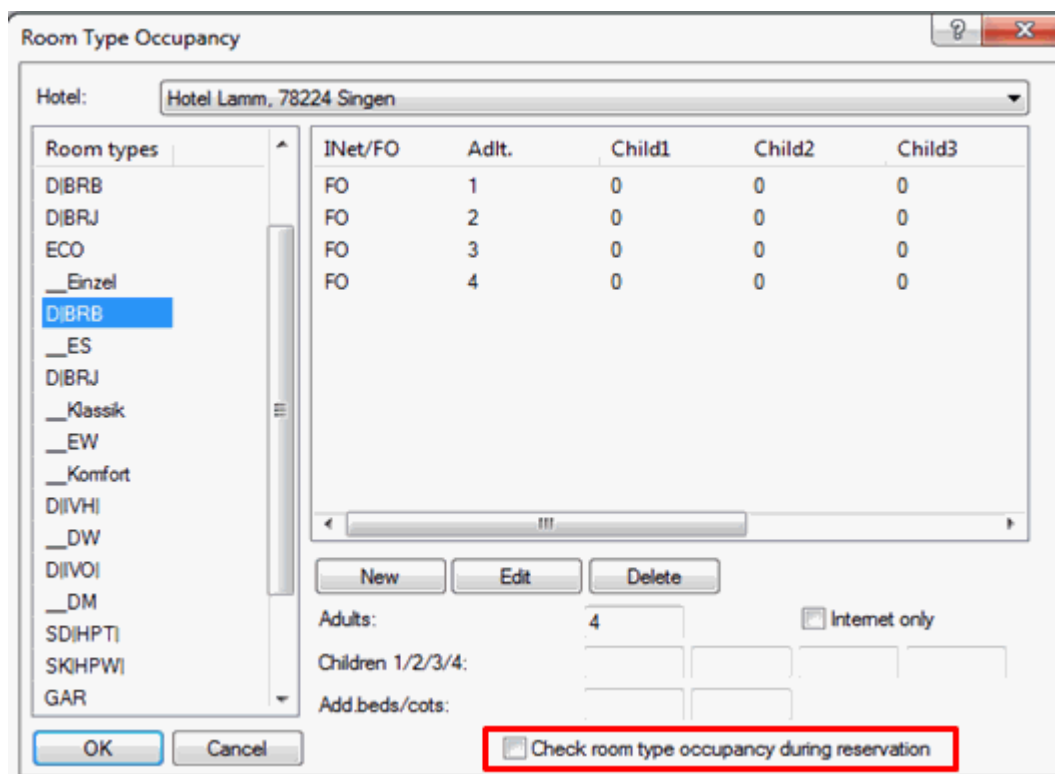
[System Data > Reservation > Room Type Occupancy]

▼ Please note!

Before starting, remove the check from the "Check room type occupancy during reservation" checkbox!

Enter the number of guests that will be able to stay in the respective room type. Please find the number of adult guests in the Pre-Implementation-Package.

▼ The number should not exceed the value requested by Best Western International.



Room types	INet/FO	Adit.	Child1	Child2	Child3
D BRB	FO	1	0	0	0
D BRJ	FO	2	0	0	0
ECO	FO	3	0	0	0
_Einzel	FO	4	0	0	0

Adults: 4 Internet only

Children 1/2/3/4:

Add beds/cots:

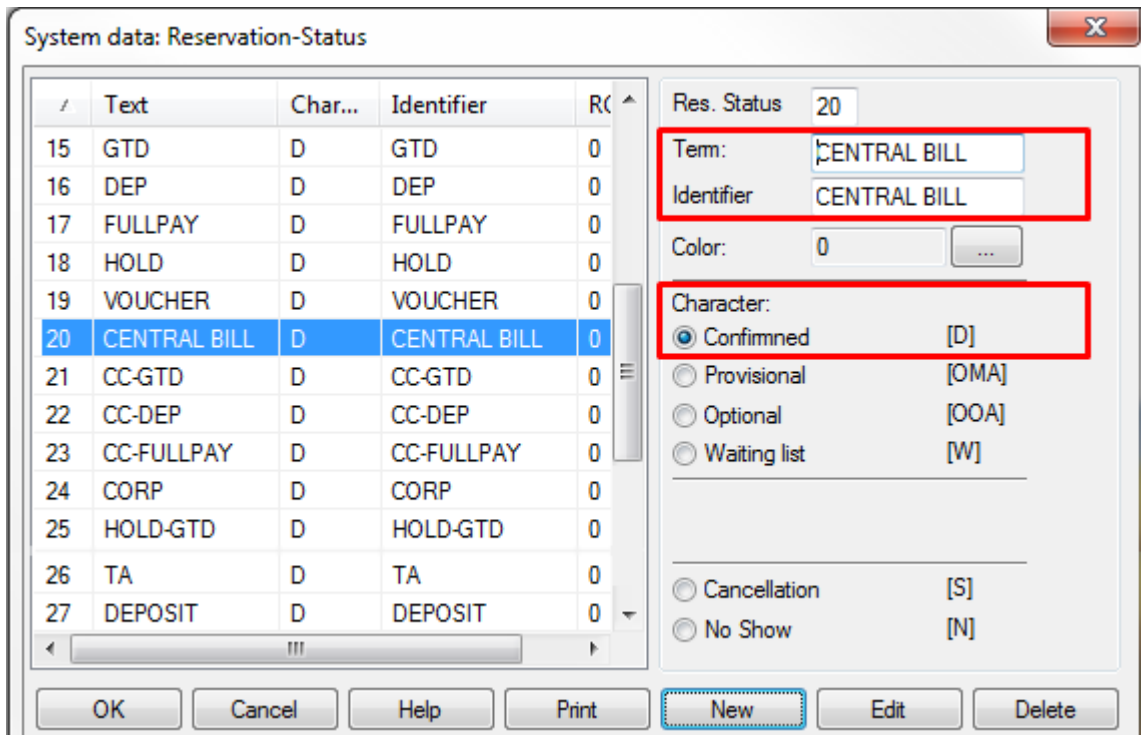
Check room type occupancy during reservation

BWI confirmation codes / booking status

[System Data > Reservation > Reservation status]

▼ These 13 booking statuses are required by BWI and must be entered into protel **using the correct spelling (please mind capital and lower-case letters)**, see figure.

Please set all to "Definite"; the number can be selected arbitrarily. The available statuses belonging to the hotel can therefore be kept.



BWI source codes

[System Data > Reservation > Reservation codes > Source codes]

The "Source of Business Codes" specified by BWI are saved in protel as source codes. This can be done by protel.

BWI override codes

[System Data > Reservation > Reservation codes > Override codes]

The reasons to be provided for changing a reservation will be set up as Override Codes in protel. Create in the manner as shown in this screenshot:

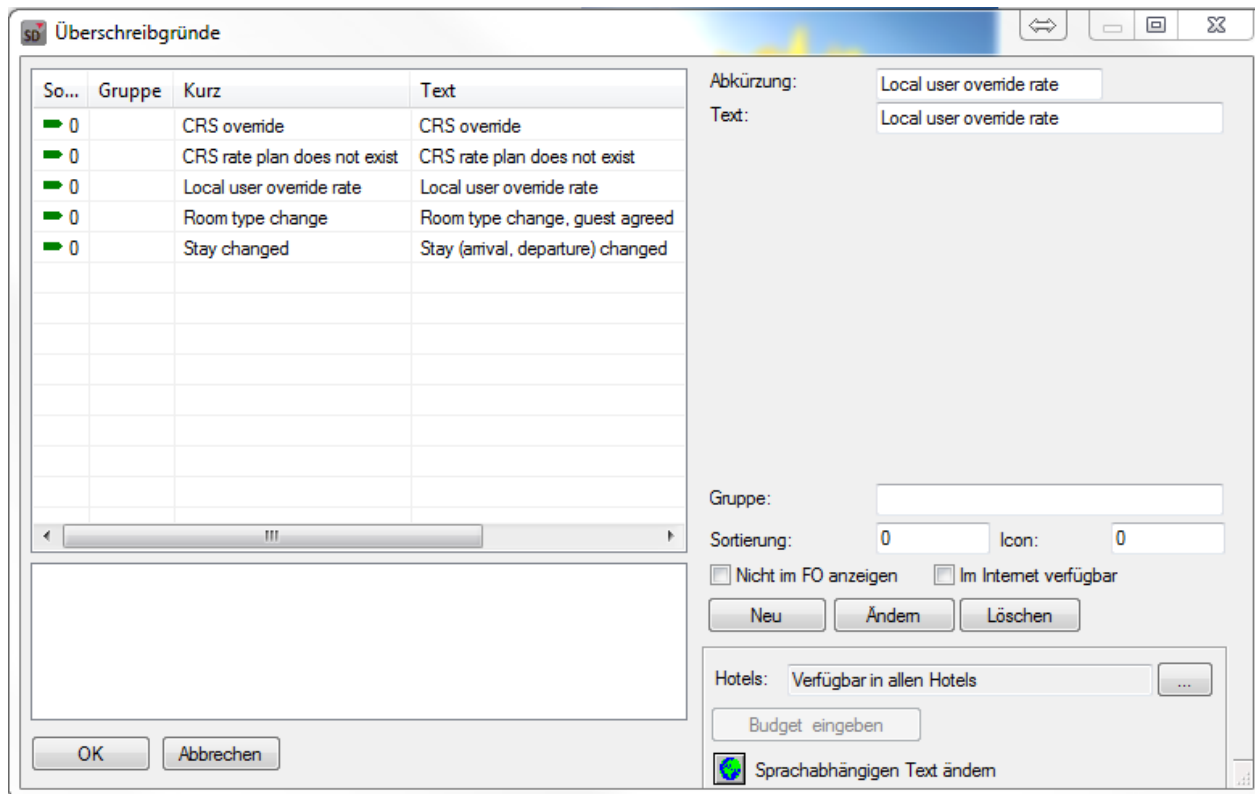


Fig.: BWI reasons for changing a reservation.

BWI country codes

[System Data > Reservation > Profile codes > Nationality codes]

The nationality code must adhere to Best Western International's "Country Codes" and be respectively adjusted in protel. This can be found in the document entitled "Nationalities" which has been provided by us.

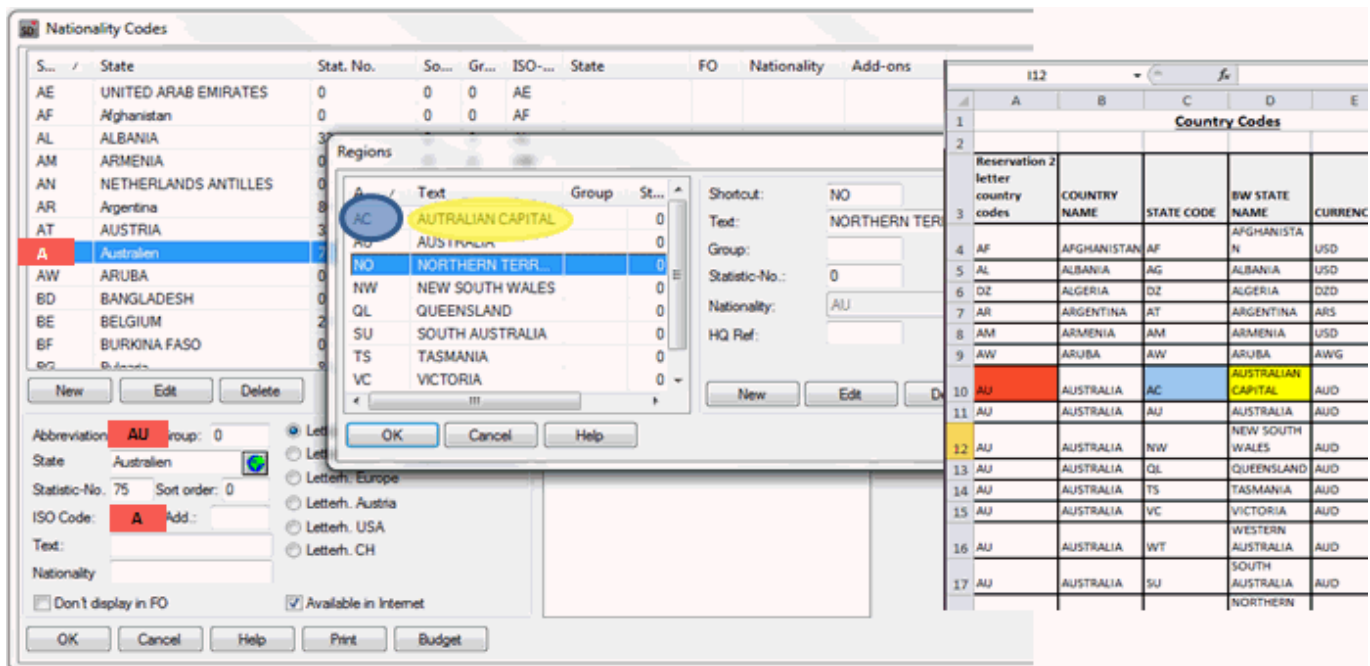
▼ Please note!

The abbreviations and the ISO codes to be entered are especially important here. (Please pay absolute attention to CAPITALIZATION!) They are always identical and can be found in the "Nationalities" document under "Reservation 2 letter country codes" (column 1).

The term "country" can be written in any language of your choice and does not necessarily have to be in English.

Should there be numerous states entered for a country (e.g., Australia), create the country with "New" and then double click into the regions window. This is where all of the listed states are entered (columns 3 and 4 in the "Nationalities" document). Already existing countries can be respectively edited. For countries which are in protel, but not in Best Western, select the "Do not show in Front Office".

▼ Should you intend on using the interface with the Austrian registration system, please contact us BEFORE adapting!



BWI member cards

[System Data > Reservation > Profile codes > Member Card types]

Please enter the Best Western Rewards Member Card and all other member cards as described in the overview below (only enter the *Short* and *Text* fields).

▼ **ATTENTION:** For the **BWR Membership Card**, additional parameters will need to be considered:

Short	BWR
Text	Best Western Rewards
RegExp	^\d{16}\$
RegEspMsg	The BWR number must contain of 16 digits. Please check the entered number
Check digit	-
Card type	Best Western Member Card

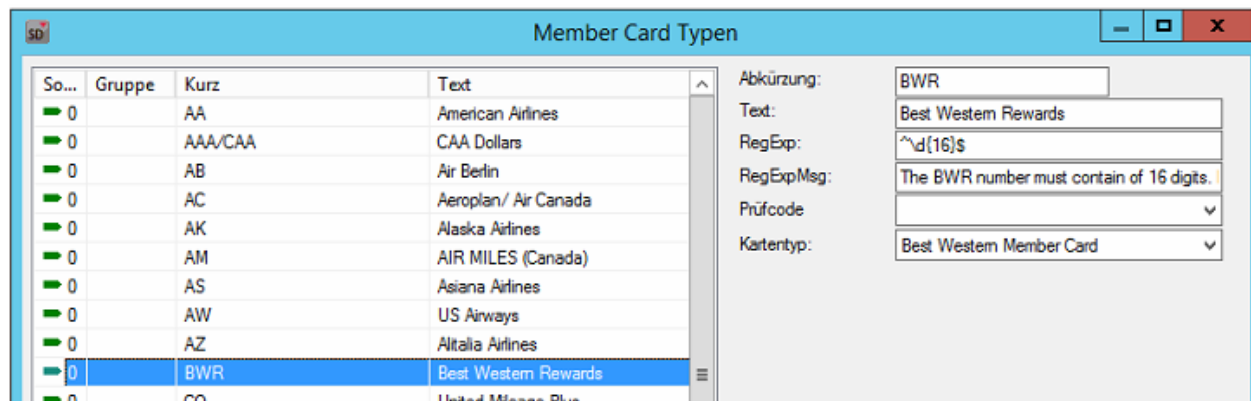


Fig.: BWR – Best Western Rewards Member Card

Overview

▼ **TIPP: HINT:** You will always find an updated overview in the Rewards section of your BW Member Web!

Membership Partner	Code
AIR MILES (Canada)	AM
AeroMexico	MX
Aeroflot	AF
Aeroplan/Air Canada	AC
Air Berlin	AB
Alaska Airlines	AK
Alitalia Airlines	AZ
American Airlines	AA
Asiana Airlines	AS
Avianca	TC
China Southern Airlines	CZ
Czech Airlines	OK

Membership Partner	Code
Deutsch Bahn	DB
Hainan Airlines	HA
KLM/Air France Airlines	FB
LanChile	LA
Miles and More	LH
MultiPlus	MP
Payback	PB
Scandinavian Airlines (SAS)	SK
South African Airways	SAA
Southwest Airlines	SW
Turkish Airlines	TK
US Airways	AW
United Airlines	CO
Virgin Atlantic Airlines	VA

BWI tier level (VIP codes)

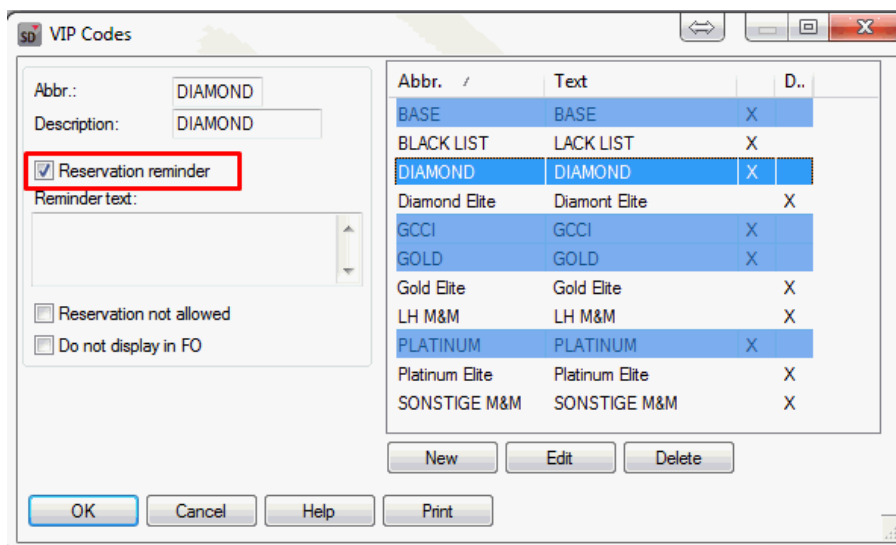
[System Data > Reservation > Profile codes > VIP codes]

Please enter all of the VIP codes marked in blue as indicated in the screenshot.

▼ Everything will also need to be written in capital letters.

Local VIP codes can exist together with the VIP codes required by Best Western!

A suitable VIP Code will automatically allotted for each guest with an entered BWR number during data synchronization.



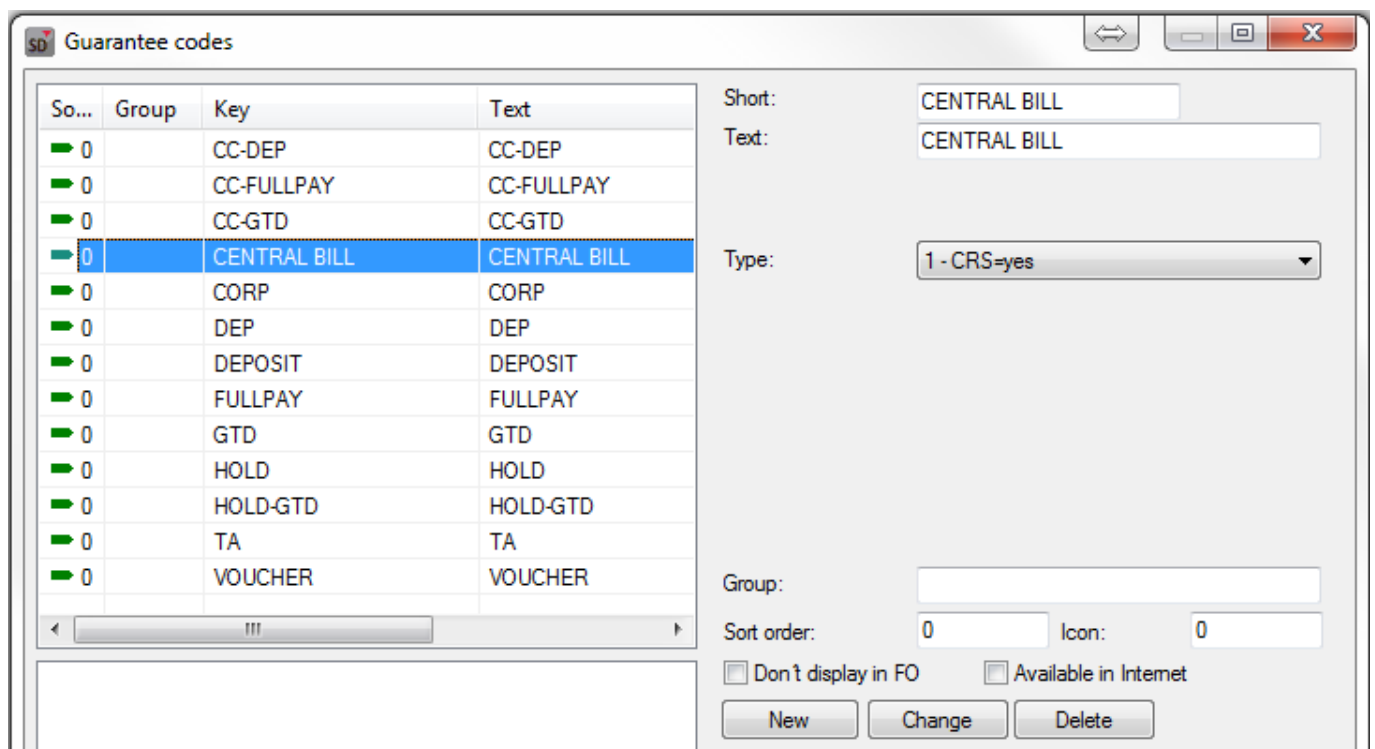
BWI guarantee codes

[System data > Rates > Guarantee codes]

Create, i.e., adjust in the manner displayed in the screen shot.

▼ Allocate the "Type" as follows:

1 - CRS = ja	0 - CRS = nein
CENTRAL BILL, CORP, DEPOSIT TA und VOUCHER	all others



So...	Group	Key	Text
0		CC-DEP	CC-DEP
0		CC-FULLPAY	CC-FULLPAY
0		CC-GTD	CC-GTD
0		CENTRAL BILL	CENTRAL BILL
0		CORP	CORP
0		DEP	DEP
0		DEPOSIT	DEPOSIT
0		FULLPAY	FULLPAY
0		GTD	GTD
0		HOLD	HOLD
0		HOLD-GTD	HOLD-GTD
0		TA	TA
0		VOUCHER	VOUCHER

Short: CENTRAL BILL
Text: CENTRAL BILL
Type: 1 - CRS=yes

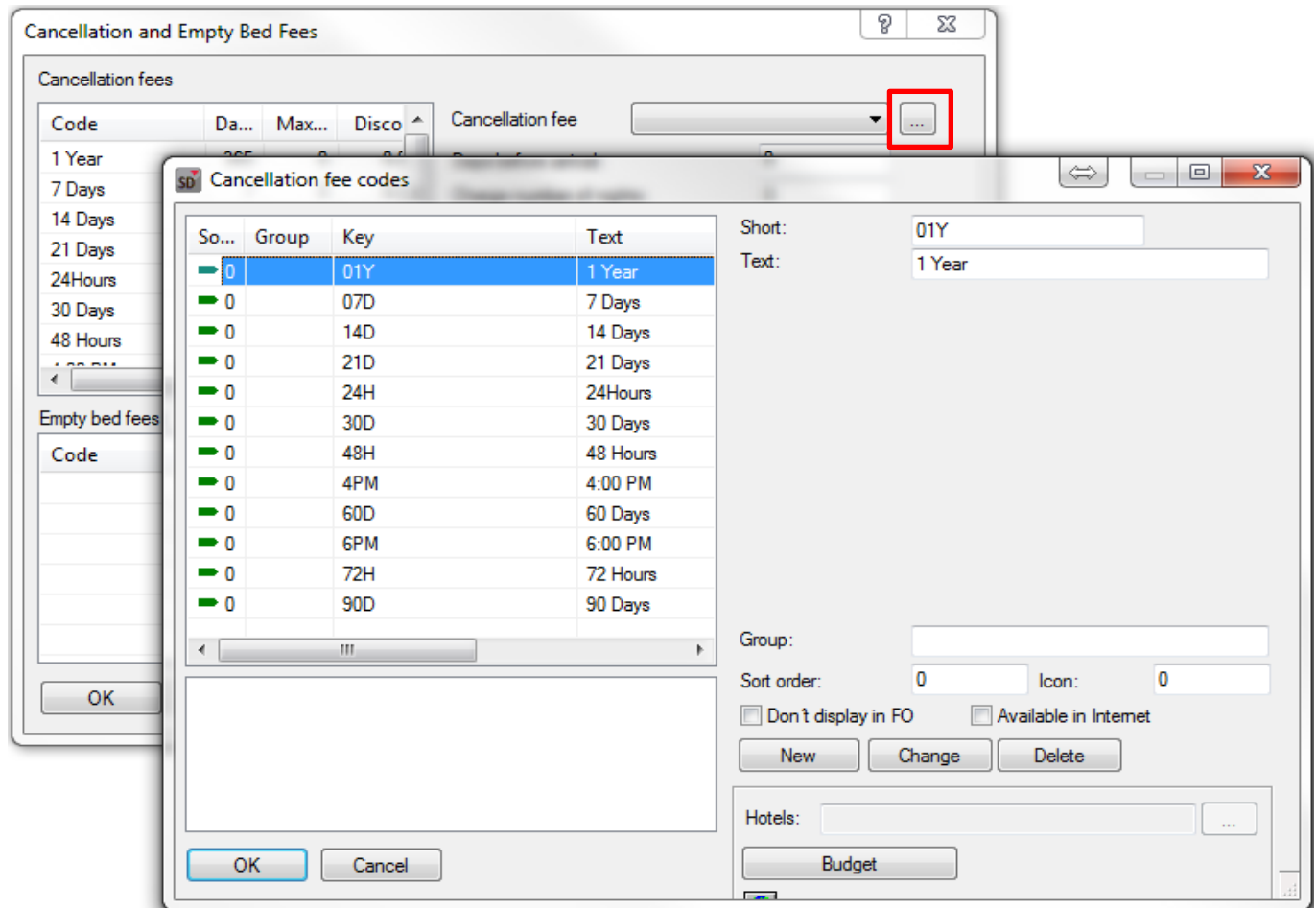
Group:
Sort order: 0 Icon: 0
 Don't display in FO Available in Internet
New Change Delete

BWI cancellation codes

[System Data > Bookkeeping > Cancellations > Void and Empty Bed Fees]

You can navigate to the "Cancellation Codes" window by means of the three point button [...] in the overview dialog box. This is where all of the codes shown in the screenshot are entered.

▼ Please pay attention to the way the abbreviation is written.



Afterwards, you close the window, select the cancellation codes from the drop down menu and enter the correct "Days before arrival", or the "hold time arrival day". The following figure illustrates four examples.

Cancellation and Empty Bed Fees

Cancellation fees

Code	Da...	Max...	Disco
1 Year	365	0	0.0
7 Days	7	0	0.0
14 Days	14	0	0.0
21 Days	21	0	0.0
24Hours	1	0	0.0
30 Days	30	0	0.0
48 Hours	2	0	0.0

Cancellation fee: 01Y - 1 Year
 Days before arrival: 365
 Charge number of nights: 0
 With discount of: 0.00
 Holdtime arrival day: :
 Deposit refundable

New Change Delete

Cancellation and Empty Bed Fees

Cancellation fees

Code	Da...	Max...	Disco
1 Year	365	0	0.0
7 Days	7	0	0.0
14 Days	14	0	0.0
21 Days	21	0	0.0
24Hours	1	0	0.0
30 Days	30	0	0.0
48 Hours	2	0	0.0

Cancellation fee: 07D - 7 Days
 Days before arrival: 7
 Charge number of nights: 0
 With discount of: 0.00
 Holdtime arrival day: :
 Deposit refundable

New Change Delete

Cancellation and Empty Bed Fees

Cancellation fees

Code	Da...	Max...	Disco
1 Year	365	0	0.0
7 Days	7	0	0.0
14 Days	14	0	0.0
21 Days	21	0	0.0
24Hours	1	0	0.0
30 Days	30	0	0.0
48 Hours	2	0	0.0

Cancellation fee: 24H - 24Hours
 Days before arrival: 1
 Charge number of nights: 0
 With discount of: 0.00
 Holdtime arrival day: :
 Deposit refundable

New Change Delete

Cancellation and Empty Bed Fees

Cancellation fees

Code	Da...	Max...	Disco
21 Days	21	0	0.0
24Hours	1	0	0.0
30 Days	30	0	0.0
48 Hours	2	0	0.0
4:00 PM	0	0	0.0
60 Days	60	0	0.0
6:00 PM	0	0	0.0

Cancellation fee: 4PM - 4:00 PM
 Days before arrival: 0
 Charge number of nights: 0
 With discount of: 0.00
 Holdtime arrival day: 16:00
 Deposit refundable

New Change Delete

BWI methods of payment

[protel SD > Bookkeeping > Revenue and payments > Methods of payment]

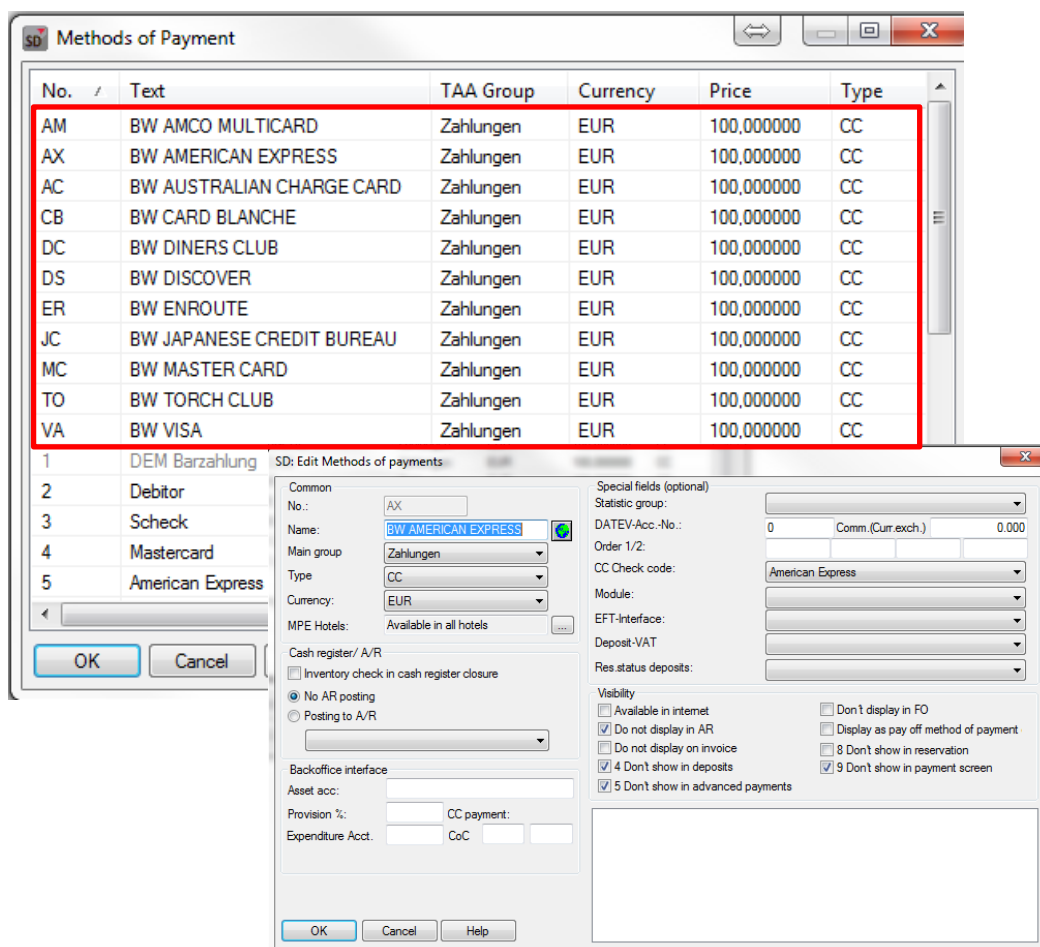
Please enter all of the methods of payment as described in the following screenshots.

▼ Please pay attention to the way the abbreviation is written.

For "BW AMERICAN EXPRESS", the CC test code "American Express" is selected, for "BW MASTERCARD", "MasterCard", etc.

Please set all of the methods of payment to "Available in Internet".

Please select the type for the payment methods respective of the already entered credit card method of payment. Should you have a FIBU interface, please enter the respective active account number.



The screenshot shows the 'Methods of Payment' dialog box with a table of payment methods. The table is highlighted with a red border. Below the table, the configuration window for 'BW AMERICAN EXPRESS' is visible, showing various settings for the payment method.

No.	Text	TAA Group	Currency	Price	Type
AM	BW AMCO MULTICARD	Zahlungen	EUR	100,000000	CC
AX	BW AMERICAN EXPRESS	Zahlungen	EUR	100,000000	CC
AC	BW AUSTRALIAN CHARGE CARD	Zahlungen	EUR	100,000000	CC
CB	BW CARD BLANCHE	Zahlungen	EUR	100,000000	CC
DC	BW DINERS CLUB	Zahlungen	EUR	100,000000	CC
DS	BW DISCOVER	Zahlungen	EUR	100,000000	CC
ER	BW ENROUTE	Zahlungen	EUR	100,000000	CC
JC	BW JAPANESE CREDIT BUREAU	Zahlungen	EUR	100,000000	CC
MC	BW MASTER CARD	Zahlungen	EUR	100,000000	CC
TO	BW TORCH CLUB	Zahlungen	EUR	100,000000	CC
VA	BW VISA	Zahlungen	EUR	100,000000	CC

The configuration window for 'BW AMERICAN EXPRESS' shows the following settings:

- Common: No.: AX, Name: BW AMERICAN EXPRESS, Main group: Zahlungen, Type: CC, Currency: EUR, MPE Hotels: Available in all hotels
- Cash register/ A/R: Inventory check in cash register closure, No AR posting, Posting to A/R
- Backoffice interface: Asset acc.: , Provision %: , CC payment: , Expenditure Acct.: , CoC:
- Special fields (optional): DATEV-Acc.-No.: 0, Order 1/2: , CC Check code: American Express, Module: , EFT-Interface: , Deposit-VAT: , Res.status deposits:
- Visibility: Available in internet, Do not display in AR, Do not display on invoice, 4 Don't show in deposits, 5 Don't show in advanced payments, Don't display in FO, Display as pay off method of payment, 8 Don't show in reservation, 9 Don't show in payment screen

BWI rate structure

BWI rate groups (rate levels)

[System data > Rates > Rate groups]

All of the rate groups listed in the pre-implementation package must be entered. The number of levels which you will need to enter, can be taken from the "RATE LEVELS" tab.

▼ The writing in capital letters is very important for the abbreviation.

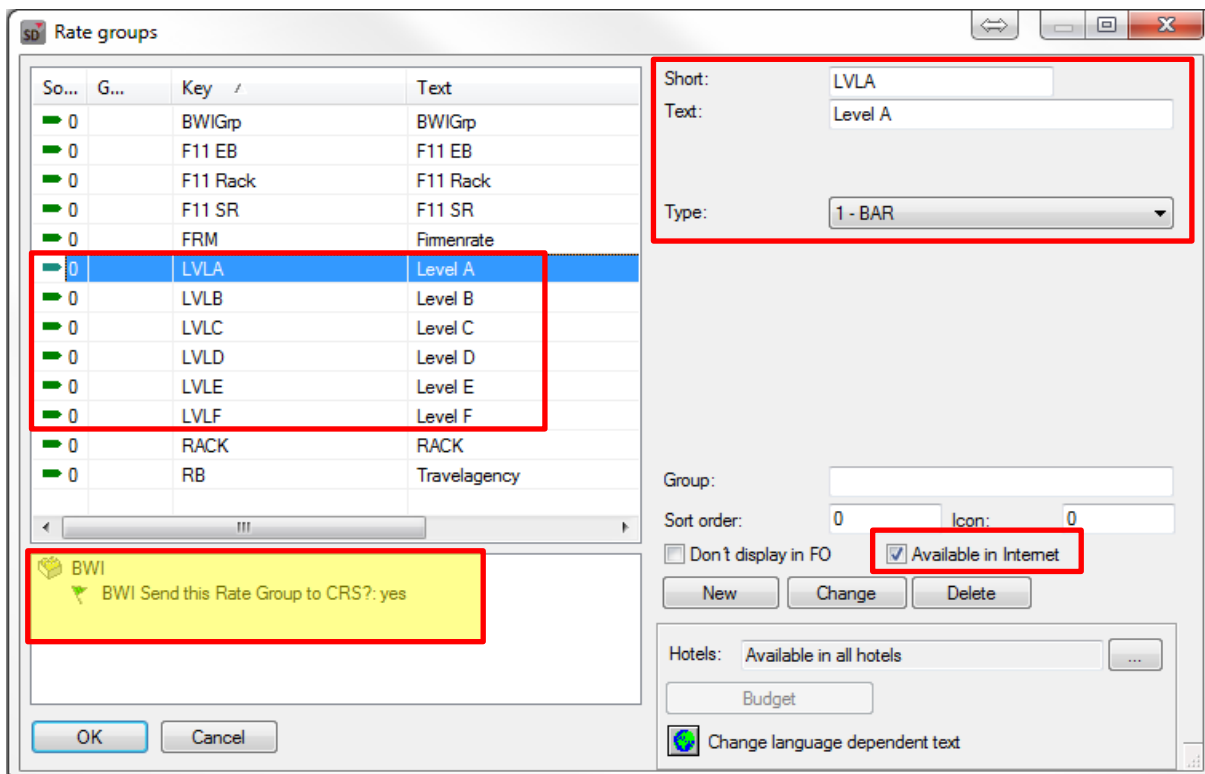
Set the check next to "Show in Internet" and select under "Type" "1-BAR".

The user defined field "BWI Send this rate group to CRS?" will be set to "Yes".

Please first enter the data in the right side and then select "New".

Afterwards, you can enter the 'User defined fields' (shown in yellow) and confirm with "Change".

Please contact protel, should your user defined fields have not yet been entered.



Local rate groups

Your remaining rate groups can be kept as local rates.

Local rates will only be dealt with in protel. Reservations using local rates will be transmitted to the CRS as rate code "HP" (House Plan).

As a result, for all local rate groups / rate codes, the user defined field (UDF, in the lower left part of the dialog box) "BWI Send this rate group to CRS?" will be set to "local".

BWI rate codes (rate plans)

▼ Please note

Because the virtual rate codes "HP" and "UZ" are actually wild cards, these two rate codes do not need to be added to the protel system data!

Local rate codes (house plans)

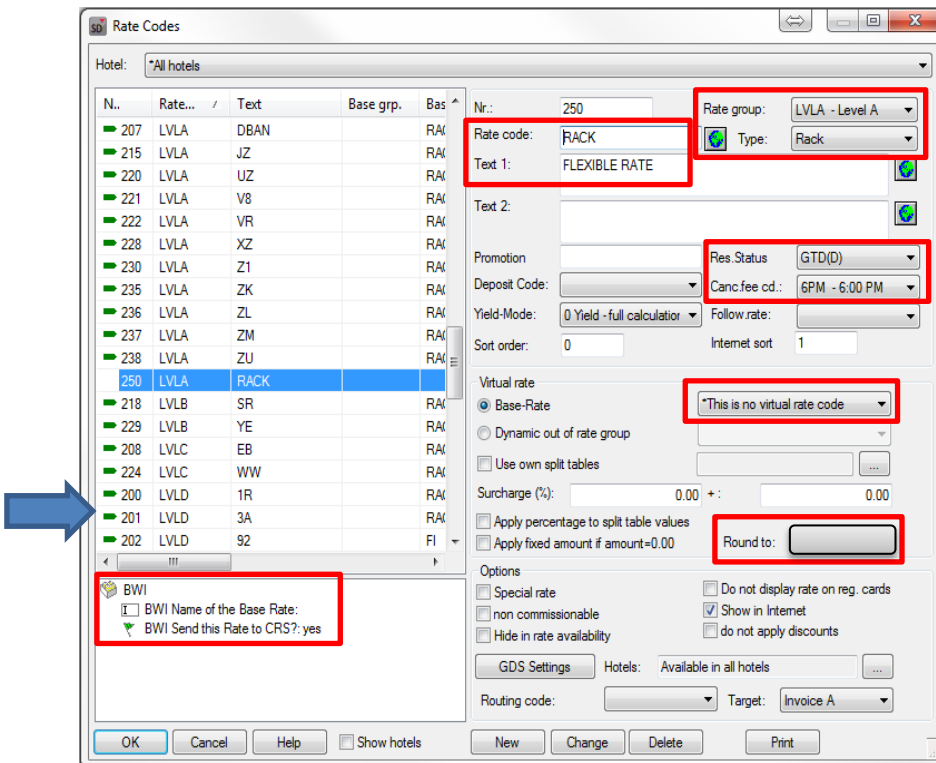
Local rate codes can be managed in exclusive rate groups. Set the "BWI Send this Rate to CRS?" to "local". Rate codes not used after the conversion can be hidden.

Base rate code "Rack rate"

The rack base rate code will be allocated to BWI's BAR rate. BWI's rate structure, many additional rate codes are based on the rack rate. Should the rack base rate be closed, the closure will also apply for all rates which are based on it.

Extract all of the data regarding the RACK rate from the pre-implementation package.

(The following page exactly describes where the data can be found)



Overview of the respective data in the pre-implementation package

RATE PLANS, GTD Cancel Policy Set-Up & RATE LEVELS:

9	1	2	3	4	5	6	7	8	9	10
	Rate code	Text 1	Base Rate Code	Base Rate for Status	Another Plan / P for % off, F for Flat \$ amount off	Rate Plan Inactive Date	Send Rate Updates to CRS	Send Status / Allocation Updates to CRS	Update GTEE / Cancel - PMS	PMS Rate Code (your use only)
38	MY	SPECIAL PROMOTION	RACK	MY	P		N	Y	N	
39	QD	DERTOUR CITY MET RATE	RACK	QD	P		Y	Y	Y	
40	RACK	FLEXIBLE RATE	RACK	RACK			Y	Y	Y	
41	SR	SAVER RATE	RACK	SR	P		Y	Y	Y	
42	UC	UNIT CAPD	RACK	RA			N	Y	Y	
43	UZ	BW COR	RACK	RA			N	Y	Y	
44	V8	BEST WL	RACK	V			N	Y	Y	
45	VR	REWARDS 1,000 BONUS DOWN	RACK	RACK	P		N	Y	Y	

31	MY	06.04.10	12.31.99	FULLPAY	01Y	Y	Y	Y	Y	Y	Y	Y
32	QD	03.19.10	12.31.99	GTD	6PM	Y	Y	Y	Y	Y	Y	Y
33	RACK	12.29.13	12.26.15	GTD	6PM	Y	Y	Y	Y	Y	Y	Y
34	RACK		2.16	GTD	4PM				N	N	Y	Y
35	RACK		2.16	GTD	6PM				Y	Y	N	N
36	RACK		1.99	GTD	4PM				Y	Y	Y	Y
37	SR	08.07.11	12.31.99	GTD	48H	Y	Y	Y	Y	Y	Y	Y
38	UC	08.07.11	12.31.99	GTD	4PM	Y	Y	Y	Y	Y	Y	Y

11	BWI Rate Levels				
12	Rate Level	R	Rate Levels	Rate Code	Update Date
14	A		BAR	DBAN	10/17/2014
15	A		BAR	JZ	08/25/2014
16	A		BAR	RACK	08/25/2014
17	A		BAR	UZ	08/25/2014
18	A		BAR	V8	08/27/2014
19	A		BAR	VR	08/25/2014
20	A		BAR	VZ	08/27/2014

Additional base rate codes

All rate codes with a fixed rate are base rate codes. In the pre-implementation package, the "Base rate code" column ("Rate Plans" ab) is empty.

All basis rate codes will be entered with the respective data while keeping the way it was written in consideration. Under the basis rate code, "This is not a virtual rate code" will be selected.

Should a rate code contain numerous Cancel Policy Codes, they will be entered by means of the Rate code details (see section "rate code details"). In this case, the cancellation code can remain empty.

The HP rate will not be generated and can be ignored (this is where the CRS "sorts" all local rates).

The rate code number can be freely selected. The rate codes will then be visible in this order in the reservation drop down menu. It is, for example, recommended to start with a new hundred.

The screenshot shows the 'Rate Codes' configuration window. On the left, a table lists various rate codes. The selected rate code is 203, with details shown on the right. Red boxes highlight the following fields:

- Rate code:** AC
- Text 1:** UNIT CARD INCL BREAKFAST
- Rate group:** LVLD - Level D
- Type:** Standard
- Res. Status:** HOLD(D)
- Canc. fee cd.:** 4PM - 4:00 PM
- Virtual rate:** *This is no virtual rate code
- BWI Name of the Base Rate:** (with a sub-option 'BWI Send this Rate to CRS?: no')

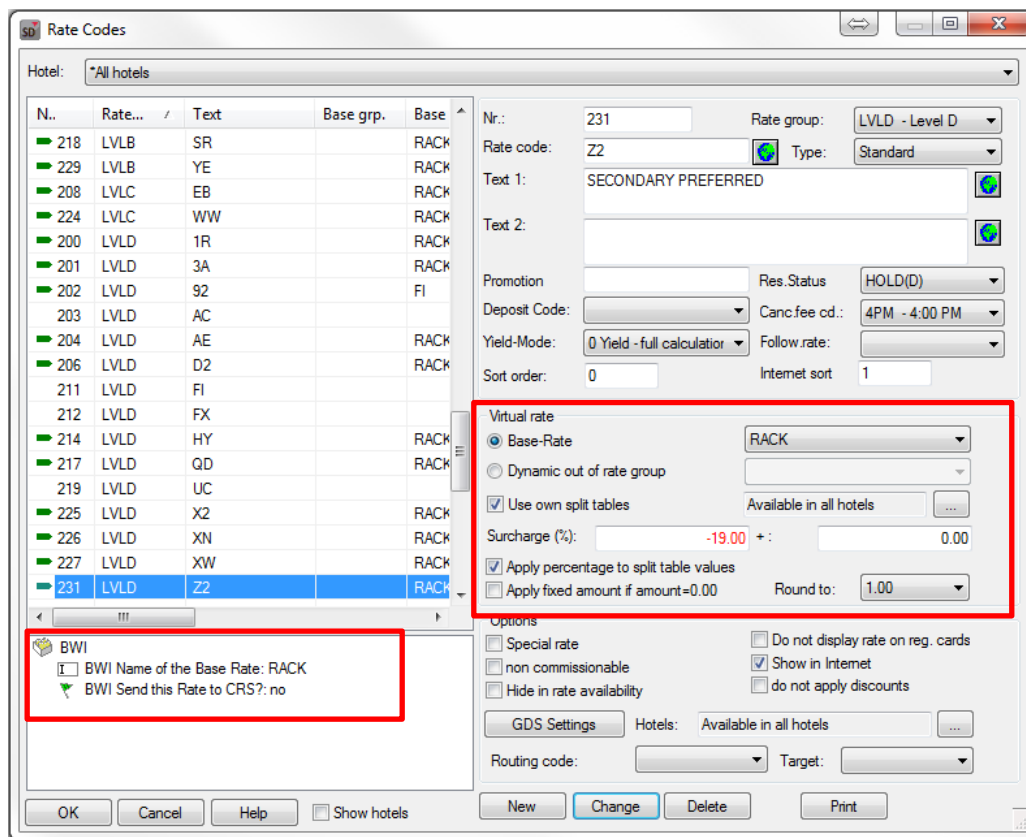
Virtual rate codes

Virtual rate codes are based on the basis rate codes. In protel, virtual rats can be identified by the little green flags.

▼ Please note

Because the virtual rate codes "HP" and "UZ" are actually wild cards, these two rate codes do not need to be added to the protel system data!

The respective basis rate codes can be found under the "Rate Plans" tab (column 3) located in the pre-implementation package and must be selected from the "Base Rate Code" and also entered into the "BWI Name of the base rate" user defined field (UDF). If the basis rate code is not in the drop down menu, please enter the "RACK" and the Base Rate Name into the UDF (e.g., FI).



▼ Please note

For **virtual rate codes** the following check **must also be additionally** set, in order to assure that the rate is calculated accordingly: **"Use own split table"** and **"Apply surcharge to split table values"**.

Surcharge

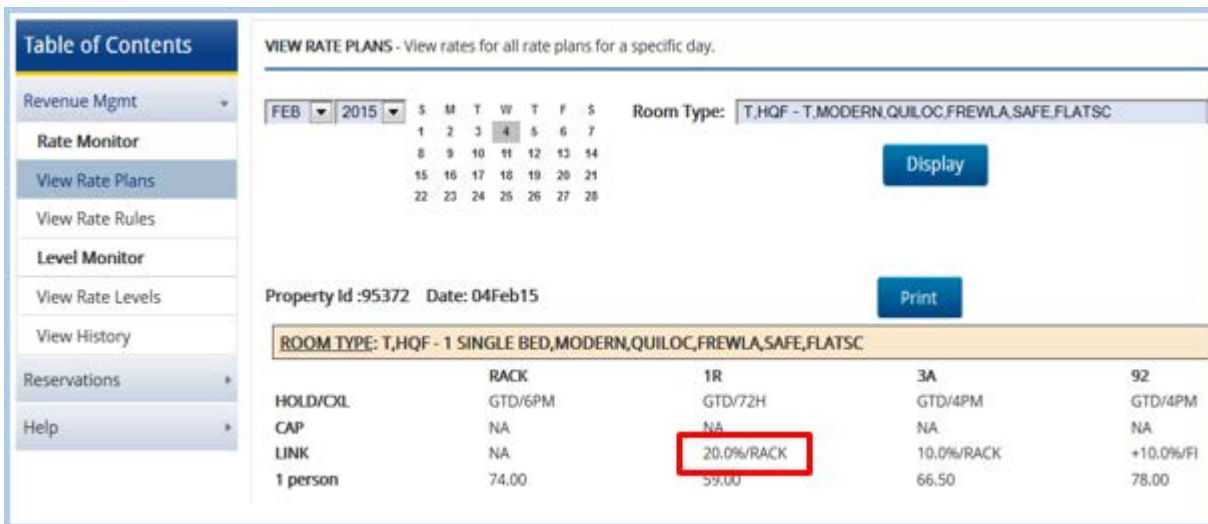
IMPORTANT INFORMATION: "Round to: 1.00" (hinders askew amounts with percentage calculations).

Has a percentage surcharge / percentage been allotted to a rate code, it will be marked with a "P" in the Pre-Implementation Package (see figure).

1	2	3	4	5	6	7	8	9	10
Rate Code	Plan Description	Base Rate Code	Base Rate for Status	Linked to Another Plan / P for % off, F for Flat \$ amount off	Rate Plan Inactive Date	Send Rate Updates to CRS	Send Status / Allocation Updates to CRS	Update GTEE / Cancel - PMS	PMS Rate Code (your use only)
92	AEROPLAN	FI	Z5	P		N	N	N	
9G	GROUP 9		9G			NA	NA	Y	
AC	UNIT CARD INCL BREAKFAST		AC			N	Y	Y	

If there is an "F" in this field, please set two checkmarks, "Use own split tables" and "Apply percentage to split table values", enter 0% and select "RACK" as basis rate code.

Use the Member Web to find more information about surcharges / discounts:



The screenshot shows the 'VIEW RATE PLANS' interface. It includes a calendar for February 2015, a 'Room Type' dropdown set to 'T,HQF - T,MODERN,QUILOC,FREWLA,SAFE,FLATSC', and a table of surcharges for different rate codes. The 'LINK' row for the '1R' rate code shows a '20.0%/RACK' surcharge, which is highlighted with a red box.

	RACK	1R	3A	92
HOLD/OIL	GTD/6PM	GTD/72H	GTD/4PM	GTD/4PM
CAP	NA	NA	NA	NA
LINK	NA	20.0%/RACK	10.0%/RACK	+10.0%/FI
1 person	74.00	59.00	66.50	78.00

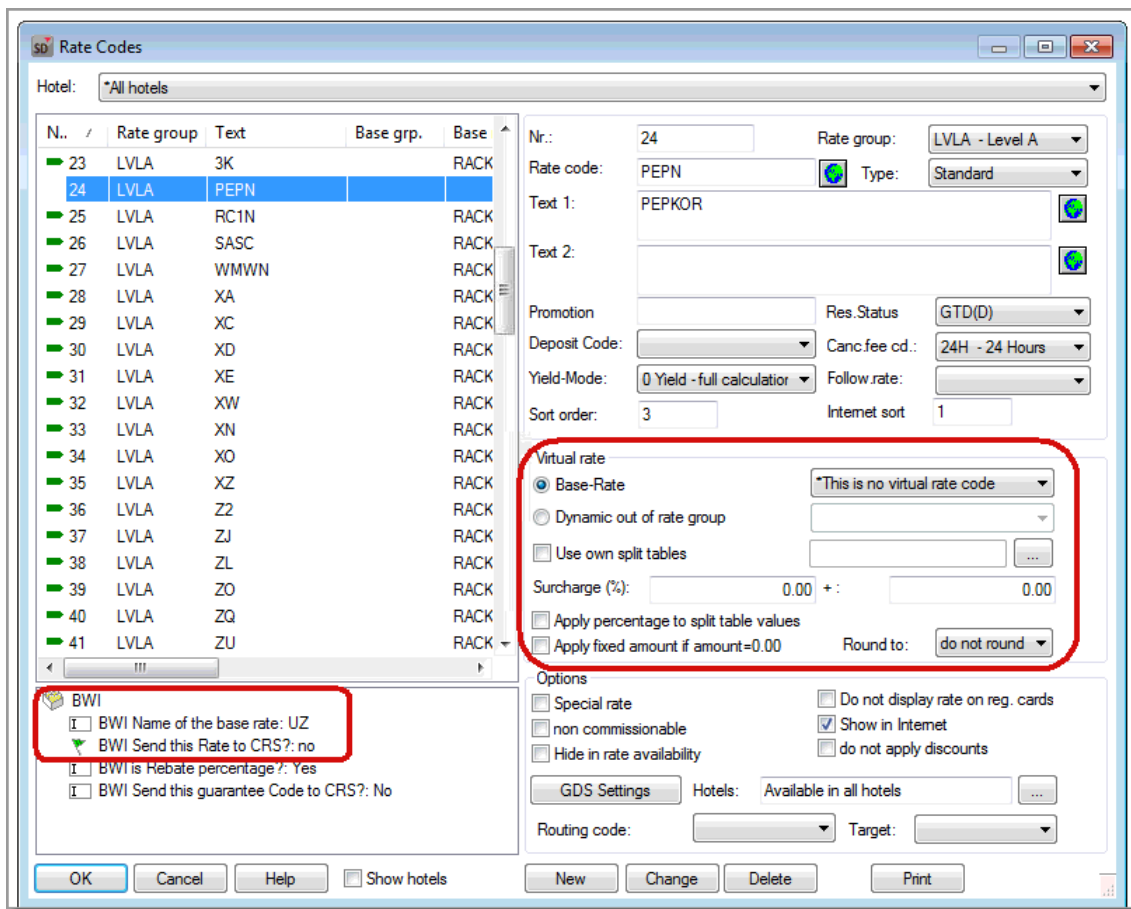
- 20%/RACK: Base-Rate code = RACK Surcharge % = **-20**
- +10%/FI: Base-Rate code = FI Surcharge % = **10**
- +8.00CU/RACK: Best Western Surcharge/Discount will not be entered in protel
- .0%/ZU: Surcharge% = 0

Virtual rate codes based on the UZ virtual rate code

NOTE

The "UZ" only a dummy rate code for the company contract rates sold by Best Western. This allows Best Western to display rates including breakfast on their website, even if the hotel shows other rate codes on their website which do not include breakfast.

Contrary to the usual virtual rate codes, you save these rate codes in protel as base rate codes, although the Pre-Implementation Package shows this as a virtual rate code based on UZ. Virtual rate codes which have UZ as the base rate code, are generated as follows:



Example: Creating the "PEPN" rate code. The rate code will be generated as a basis rate code. The virtual UZ rate code is entered in the "BWI Name of the base rate" UDF.

Company rates

Company rates (i.e., rate codes with four letters) are saved in the same manner as base rate codes. In the user-defined field "BWI Name of the Base Rate", the base rate codes mentioned in the Pre-Implementation Package should still be entered. The rate calculation is strictly done by Best Western.

Rate code details

[System Data > Rates > Rate Code Details]

A rate code detail will need to be made for **each rate code** ("HP" will continue to be ignored).

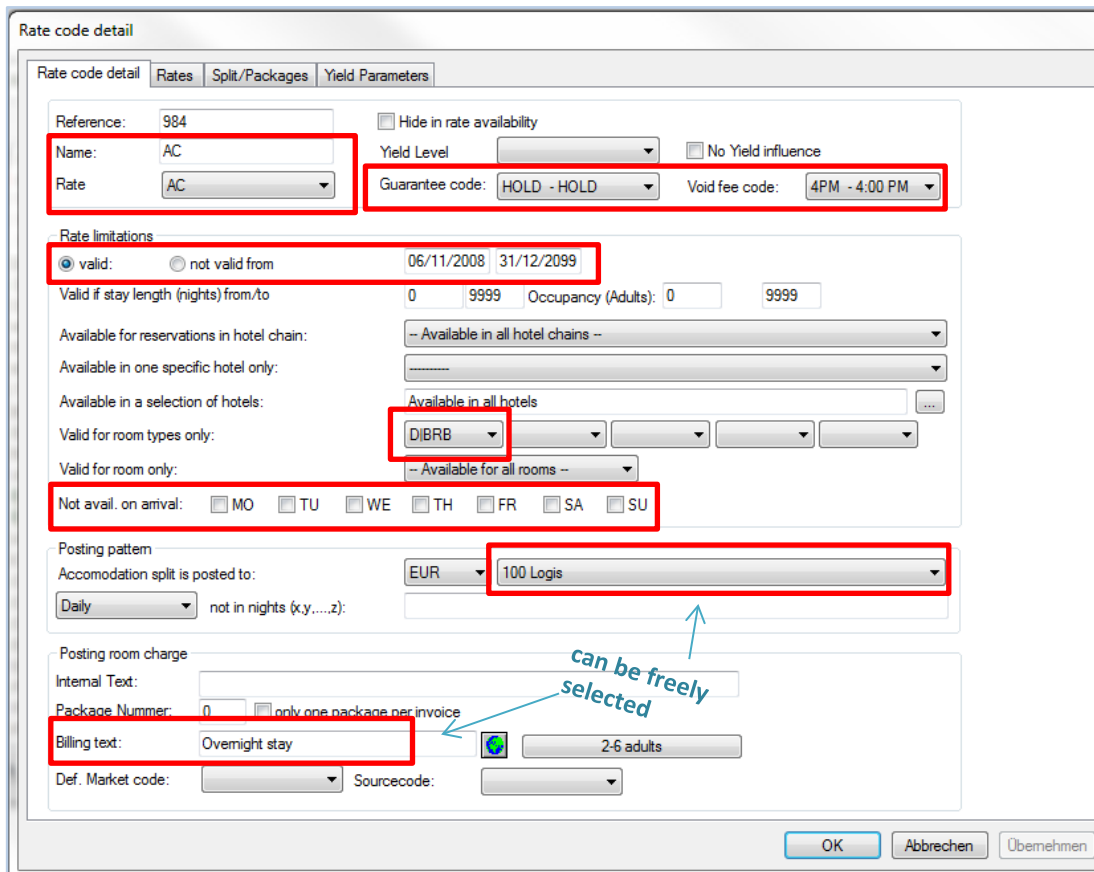
Create an exclusive rate code detail for each basis rate code **per available room type**.

One detail per type is enough for the virtual rates (for all room types).

Have numerous time periods been listed for the rate codes under the "GTD Cancel Policy Set Up" tab, it must occur individually **for each time period**. You can use the right mouse button to "Copy a detail" and then adjust the time period, i.e., room type. Make sure that time zones do not overlap.

All of the room types will need to be generated for the rack rate!

Select your accommodation account and your invoice text.



Don't forget to also take into consideration the days of availability. This can be taken from the "GTD Cancel Policy Set Up".

Please pay attention to the order of the days: "Day 1" = Sunday, "Day 2" = Monday, etc.

The room rates will be entered into the "Rates" tab.

Rates will not be entered for virtual rates!

For virtual rates, only surcharges and discounts will be sent to the CRS. The rates for the virtual rates will then be calculated on grounds of this basis in the CRS.

Rate code detail

Rate code detail | Rates | Split/Packages | Yield Parameters

Rate grids

- Standard rate grid
- Season rates
 - expired season rates

Weekend days: MO TU WE TH FR SA SU

Rate grid is not season dependent

Save rate grid for marked season

Create or save rate table for multiple season periods

	1	2	3	4	5	6	7	8	9	10
Rate 1-10 adults	99.00	119.00	139.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. rate:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WE-rate:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WE-min rate:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	11	12	13	14	15	16	17	18	19	20
Rate 11-20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mindestpreis :	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WE-Preis :	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WE-Mindestpr.:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

In parents room: In own room: p.c. of adult rate on occupation p.c. of adult rate for x adults

			1 Adlt.	2 Adlt.	3 Adlt.		
Child 1:	0.00	0.00	0.00	0.00	0.00	+	0.00
Child 2:	0.00	0.00	0.00	0.00	0.00	+	0.00
Child 3:	0.00	0.00	0.00	0.00	0.00	+	0.00
Child 4:	0.00	0.00	0.00	0.00	0.00	+	0.00
Add. bed:	0.00	0.00	0.00	0.00	0.00	+	0.00
Cot:	0.00	0.00	0.00	0.00	0.00	+	0.00

Expert script:

OK Abbrechen Übernehmen Hilfe

Rate code detail for virtual rate code details based on UZ

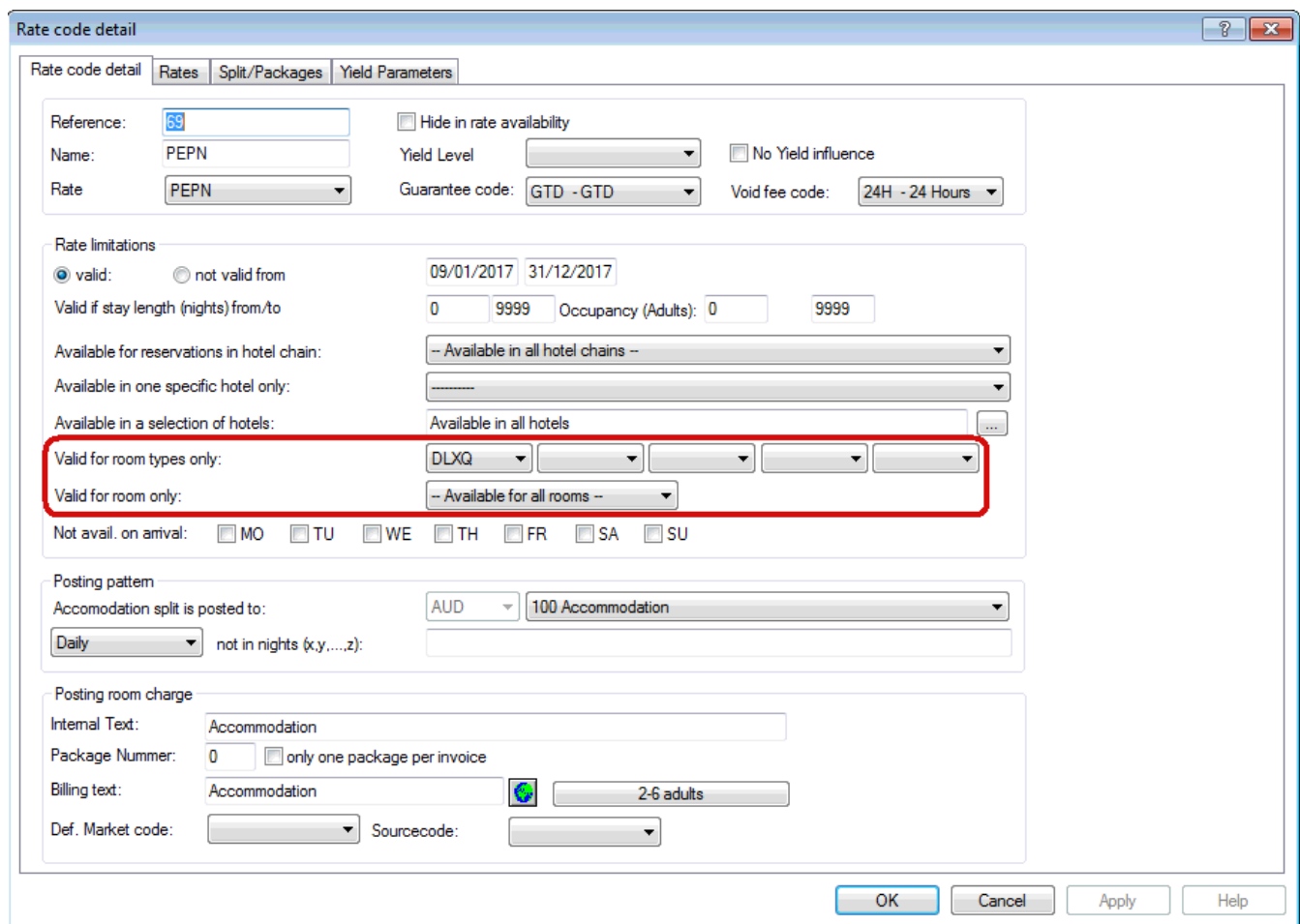
This means that Best Western always transmits the agreed upon rate for each reservation to protel (regardless of what has been saved as the rate in the rate code detail).

If you also want to use the rate codes locally, it is important to enter the appropriate rate in protel. Furthermore, DO NOT save the daily rate split table, because the rate is not allowed to be changed.

When using your own exclusive rate codes for these company rates, you will not need to enter a rate into the rate code detail (the fields in the Rates tab need to remain empty)

Example of how to create a rate code detail of the SMSN rate (virtual rate based on UZ):

1. Settings in the Rate code detail tab:



Rate code detail

Reference: 69 Hide in rate availability
 Name: PEPN Yield Level: [dropdown] No Yield influence
 Rate: PEPN Guarantee code: GTD -GTD Void fee code: 24H - 24 Hours

Rate limitations
 valid: not valid from 09/01/2017 31/12/2017
 Valid if stay length (nights) from/to: 0 9999 Occupancy (Adults): 0 9999
 Available for reservations in hotel chain: -- Available in all hotel chains --
 Available in one specific hotel only: -----
 Available in a selection of hotels: Available in all hotels [...]
Valid for room types only: DLXQ [dropdown] [dropdown] [dropdown] [dropdown] [dropdown]
 Valid for room only: -- Available for all rooms --
 Not avail. on arrival: MO TU WE TH FR SA SU

Posting pattern
 Accomodation split is posted to: AUD 100 Accommodation
 Daily [dropdown] not in nights (x,y,...,z): [text]

Posting room charge
 Internal Text: Accommodation
 Package Nummer: 0 only one package per invoice
 Billing text: Accommodation [dropdown] 2-6 adults
 Def. Market code: [dropdown] Sourcecode: [dropdown]

OK Cancel Apply Help

2. Setting in the Rates tab:

Rate code detail

Rate code detail Rates Split/Packages Yield Parameters

Rate grids
 Standard rate grid
 Season rates
 expired season rates

Weekend days:
 MO TU WE TH FR SA SU

Rate grid is not season dependent

Save rate grid for marked season

Create or save rate table for multiple season periods

	1	2	3	4	5	6	7	8	9	10
Rate 1-10 adults	154.00	154.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. rate:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WE-rate:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WE-min rate:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	11	12	13	14	15	16	17	18	19	20
Rate 11-20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mindestpreis :	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WE-Preis :	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
WE-Mindestpr.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

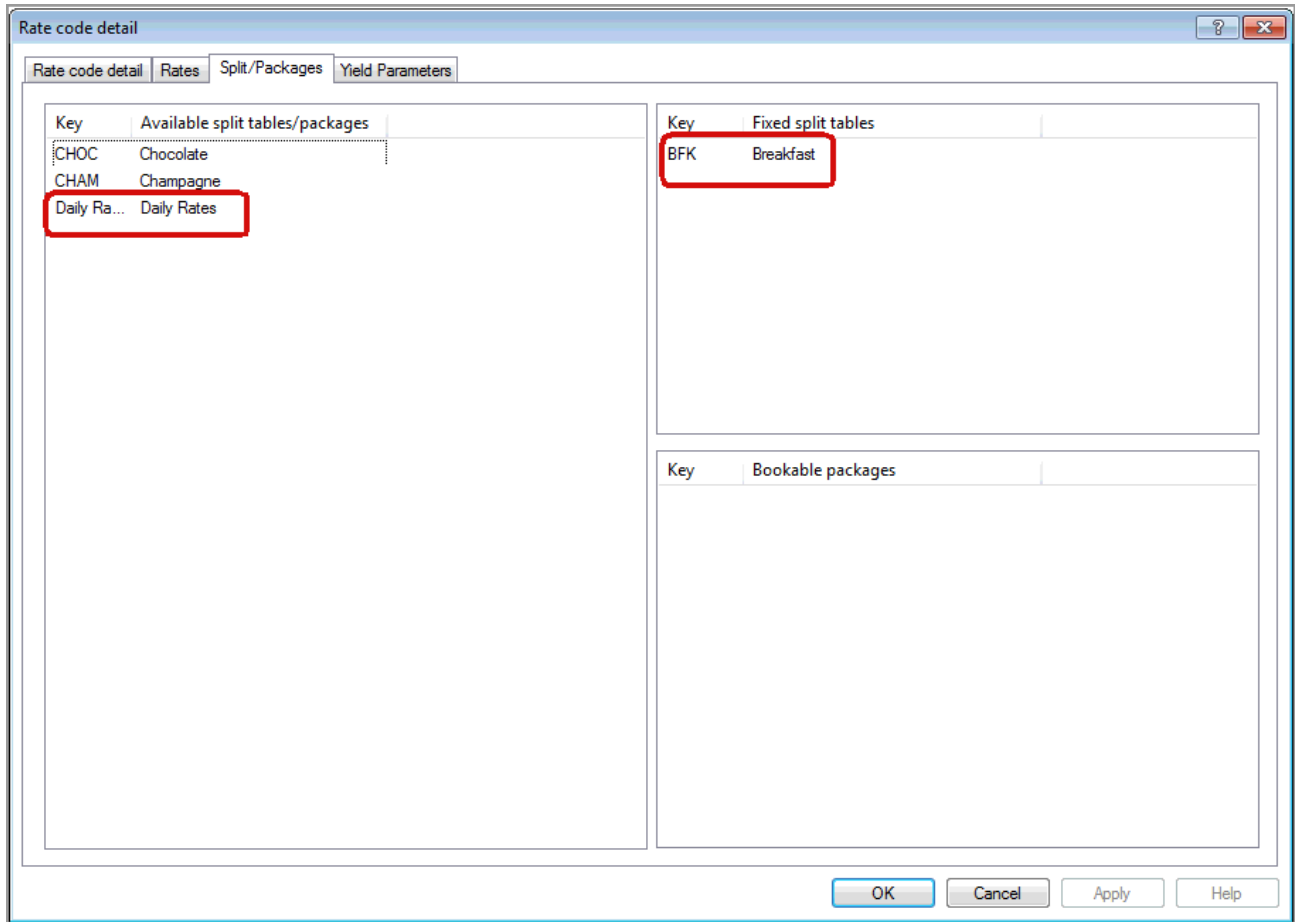
In parents room: In own room: p.c. of adult rate on occupation p.c. of adult rate for x adults

			1 Adt.	2 Adt.	3 Adt.		
Child 1:	0.00	0.00 +	0.00	0.00	0.00	+	0.00
Child 2:	0.00	0.00 +	0.00	0.00	0.00	+	0.00
Child 3:	0.00	0.00 +	0.00	0.00	0.00	+	0.00
Child 4:	0.00	0.00 +	0.00	0.00	0.00	+	0.00
Add. bed:	0.00	0.00 +	0.00	0.00	0.00	+	0.00
Cot:	0.00	0.00 +	0.00	0.00	0.00	+	0.00

Expert script:

OK Cancel Apply Help

3. Settings in the Split/Packages tab:



BWI FDI (Front desk incentive)

[System Data > Manager > User Administration]

FDI = Front Desk Incentive, employee's 3-digit enrollment number.

Enter the FDI for each user into the user administration:

The FDI number is taken from the Member Web. This number should serve as an identification number for each of your employees in the Member Web. This will then be used for employees to receive "credits" from Best Western International when getting a new guest to register to the Best Western Rewards® Program.

The FDI is sent to the CRS with each new enrollment.

Additionally, the "May override rate availability" checkbox is to be set for **EVERY** employee.

The screenshot shows the 'User Administration' dialog box. On the left, there are sections for 'User groups' and 'Group permissions'. The 'Users' table on the right contains the following data:

Initials	User	Login:	Department
001	CHEF		
001	Bölli		
001	Cindy Trapp		

Below the table, the 'User name' is 'CHEF' and the 'FDI' field (initials) is '001', both highlighted with red boxes. The 'May override rate availability' checkbox is checked. Other fields include 'Department', 'Email address', 'Login', 'Password', and 'Def. Hotel'. The 'Access to Hotels' and 'Visible Hotels' are both set to 'Available in all hotels'.

Front Office

Rate availability

[Front Office > Reservation > Rate availability]

The hotel is responsible for correctly setting up the rates and rate availabilities!

The interface exports rates and availabilities to Best Western International up to **36** months in advance. Therefore you should make sure that the rates in protel have been created at least for this time period. Actually, a longer time period is recommended because the 36 months continue with each end of day.

Please care for the rate availability based on the guidelines from the BWI Member Web (in the pre-implementation package under the "Close Date Form" tab).

Additional information about rate availability can be found in the BWI online help in the [BWI availability](#) section.

Moves

[Front Office > Navigator > Reservation dialog box]

Make sure that there aren't any "planned" moves in the data stock. This means all of the moves during a stay (the guest changes his room during his stay, e.g., during the second night).

▼ The screening is done by protel for the time being.

Additional information can be found in the BWI online help in section Front Office > Reservation > **Moves** section.

BWI Confirmation & Cancellation Number

[Front Office > Navigator]

Before putting the interface into operation, all existing reservations already in the system will need a BWI confirmation number (CRS-Number) provided by Best Western so that they will not have to be re-entered when synchronizing the data. These numbers will automatically be allotted after having gone live.

▼ Please check to see that a CRS number has been entered for all of the existing reservations in protel. The CRS number (=BWI confirmation number) can be entered into the navigator.

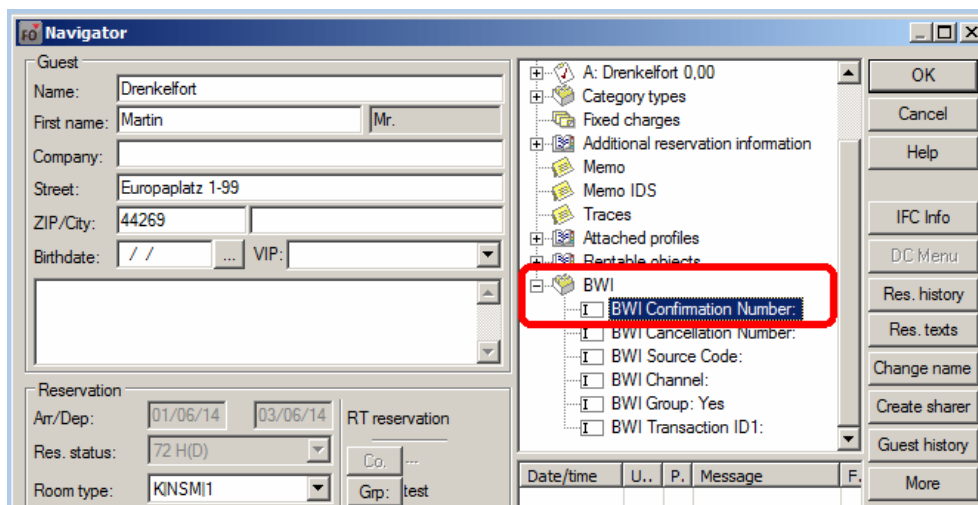
How to proceed

An arrival list for an entire year will need to be created in the Best Western Member Web. The starting date ought to be the installation date of the interface; the end date is 365 days later. Afterwards, generate the respective list in protel.

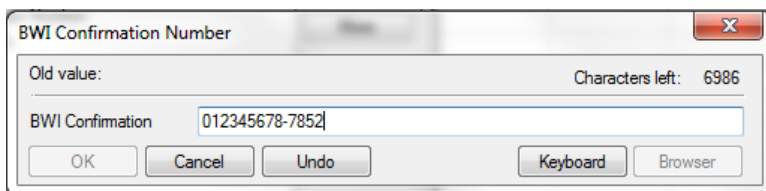
Match the list generated in the Member Web with the reservations in protel:

- If the reservation exists in protel and does not have a CRS number, enter the CRS number as described below.
- Has the reservation already been cancelled in protel, it will also need to be cancelled in the Member Web.

If the reservation does not exist in protel (not even as a void), you are dealing with a new reservation which will be imported when going live.



The format of the digit sequence will be checked in order to prevent faulty entry. Should the digit sequence not adhere to the given format, the [OK] button will remain grayed out and the entry cannot be saved.



The number should adhere to the following format: **9-10** numerical spaces, followed by a **Hyphen**, followed by a two digit figure of **01 to 99**.

Example: **0123456789-78**

In the Member Web, the CRS number will be displayed with the single-digit Leg-Nr. (1-9). In protel, the zero will have to be added.

BWI Cancellation Number

Should reservations with CRS numbers be cancelled online, the cancellation number will need to be additionally added here. Otherwise the system will not recognize this reservation as having been cancelled!

▼ As soon as the required settings for the interface have been activated by protel, (a few days before going live), the CRS numbers will no longer be edited. In order to avoid differences when going live, please do not allot any more new CRS reservations to the system at this time.

We will inform you as soon about when the activation has occurred and as of when the hotel will have to operate according to Best Western standards.

RBD | Allocate BWI rate codes

All CRS reservations must have the correct rate codes entered; this is referring to one of the Best Western rate codes which have been entered by in the previous step. A complete and up to date arrival list taken from the Member Web will assist you.

▼ Please note

For group reservations and reservations originating from the Best Western CRS/Member Web, only one single rate code is allowed (see point 2).

1. First change the rate codes in the Rate by day grid (by varying rates with "special rates").
2. **IMPORTANT:** If you are dealing with a Best Western CRS/Member Web reservation (i.e., the reservation is on the Member Arrival List), you will need to additionally make sure that only one single rate code has been saved – for varying rates, please tick the “Special rate” checkbox.

Guest: Lauser Heinz Herr, room 508, 20/04/13 - 23/04/13

X	Day	Date	Room	Adlt.	C1	C2	C3	C4	AB	Cr.	Rate code	Packa...	Price	Market	Sou
⊕	Sa	20/04/13	508	2	0	0	0	0	0	0	YE		100,00		
⊕	Su	21/04/13	508	2	0	0	0	0	0	0	YE		100,00		
⊕	Mo	22/04/13	508	2	0	0	0	0	0	0	YE		100,00		
Σ		Total	--	--	--	--	--	--	--	--	--	--	300,00	--	--

Adults: 0 Market code: Guarantee code:

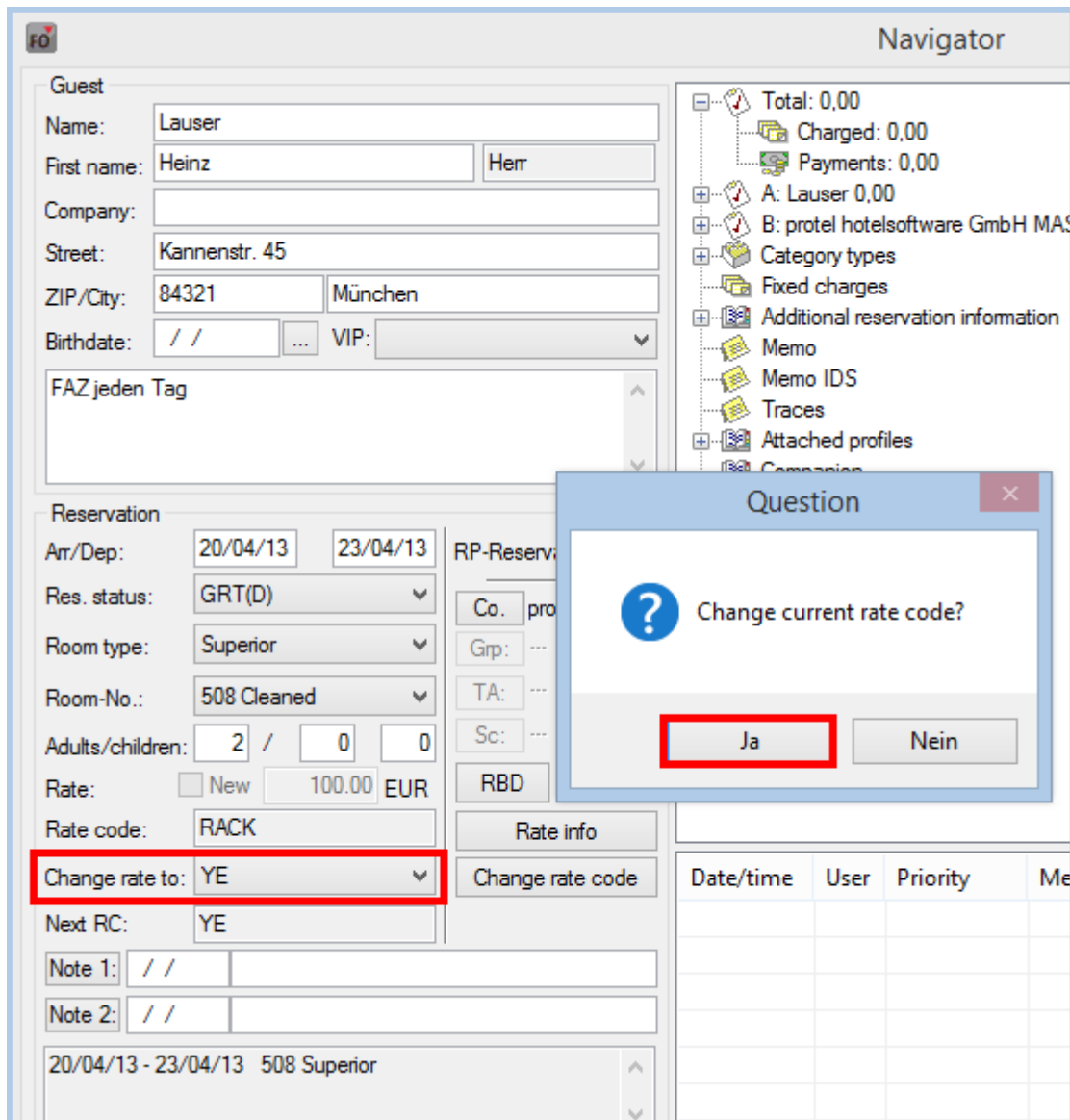
 Children 1/2/3/4: Source code:

 Add beds/cribs: Packages:

 Special rate: 100.00 EUR Use rate avail. of arrival Use rate avail. of Daily

 New rate code: YE

3. Afterwards, the rate code will again need to be selected in the Navigator (“Change rate to”).



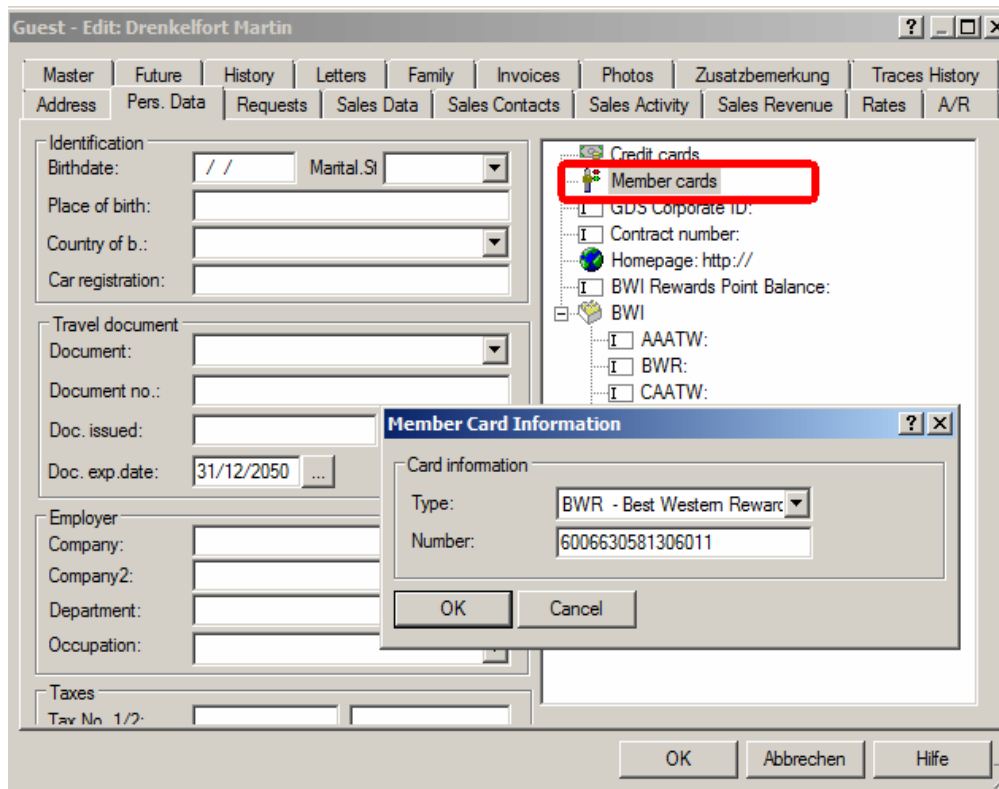
Please check to see if the arrival and departure dates, as well as the room type are all correct.

▼ Any deviations amongst *room types* or *Arrivals/Departures*, resulting from guests having been allotted to a different room type, or the guest having extended his reservation via telephone, will all have to be noted on the print of the Member Web Arrival List because these reservations will need to be corrected after having gone live.

BWR member card numbers

[Front Office > Guest profile > Pers. Data]

If you know your guest's BWR membership number, enter them into the **Pers. Data** tab in the guest profile. BWR numbers always begin with "600663".



Block reservations

Are numerous rooms subordinate to a reservation (without group master), it is considered a block reservation. The CRS will recognize these blocks as one single room reservation. Therefore, block reservations need to be split, should protel not have already done so automatically¹. This is how to check it:

1. Sort your reservations based on a "room number".
2. As can be seen in the screen shot, block reservations will be displayed with a "?" and the number of rooms..

Name	VIP	# /	RT.	Adlt.	Arrival	Depar...	Cu...	Price	Ra
Gekko Management		? / 2 rooms	Deluxe	1/0/...	22/04...	24/04...	EUR	280,00	RA
AMEX		? / 4 rooms	Deluxe	1/0/...	22/04...	24/04...	EUR	280,00	RA
AMEX		? / 4 rooms	Buiness	1/0/...	22/04...	24/04...	EUR	235,00	RA
AMEX		? / 5 rooms	Superior	2/0/...	22/04...	24/04...	EUR	420,00	RA
Dallmayr Hanno Herr	Hotel...	? / 5 rooms	Superior	2/0/...	24/04...	26/04...	EUR	420,00	RA

3. In the Navigator, you will then be able to split the number of rooms by means of the room allocation (RA Button) to the number of rooms (in our example 4, see the following figure):

The Navigator window shows a reservation for AMEX. The 'Room allocation' section is active, with 'Split reservation mode' selected. The 'Execute split' button is highlighted. A dialog box titled 'Enter quantity' is open, asking for the number of reservations to be split, with '4' entered in the input field and the 'OK' button highlighted.

¹ protel can be set by the hotel so that all block reservations are automatically split.

protel Daily Rates

The protel Daily Rates CKit enables you to vary your entire rate structure or the rate for certain room types on a daily basis.

Detailed instructions can be found in the protel online help: [Daily Rates 2.0](#).

About protel manuals

Please check:
Is this the latest
version?

Should you realize that certain processes described in this document seem “incorrect”, it is possible that you may not be using the latest version of this document.

All our documents are continuously being updated in accordance with the ongoing development of the respective software. Should you be unsure about whether you are using the latest document, please contact us at documentation@protel.net. Your questions or suggestions are always welcome!

Feedback

If you are sure that you are using the latest version and still cannot find certain information or find the descriptions to be unclear, please write to documentation@protel.net.

Need help?

If you need any support, please feel free to contact us at bestwestern@protel.net or give us a call at +49 231 915 930.

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